

### **Customer service and quality assurance**

- Repairs desk call centre
- Complaints handing and customer satisfaction collection
- Quality assurance

### **Responsive repairs and empty property refurbishments**

#### **Approximate annual value - £8m**

- Day to day repairs to housing stock
- Out of hours repairs to housing stock
- Asbestos surveys
- Fire safety (revenue)
- Empty property refurbishments
- Cleaning and disinfection
- Electrical testing
- Mutual exchange surveys
- Concessionary decorating scheme
- Concessionary gardening scheme
- Estate Development Budget

### **Planned maintenance and improvement programmes**

#### **Approximate annual value - £11m**

- Roofing
- Windows
- Doors
- Kitchens and bathrooms
- External repairs and decorations
- Internal repairs and decorations
- Main entrance doors
- Environmental improvements
- Communal rewires
- Domestic rewires
- Condensation and damp works
- Fencing
- Asbestos removal
- Fire safety (capital)

## Appendix 2 – List of the current services and works included under each area

- Insulation
- Car parks and garages
- Minor capital works
- Empty properties

### **Major capital projects**

#### **Approximate annual value - £7m**

- Structural repairs to blocks
- Block refurbishments
- Estate based programmes
- Upgrading, renewal of insulation
- Converting properties
- Hidden homes
- Loft conversions and extensions

### **Specialist works (continuing to be delivered outside of these arrangements)**

#### **Approximate annual value - £5m**

- Gas servicing and maintenance
- Lifts
- Door entry systems
- Fire alarms
- Ventilation
- Aerials
- Legionella assessment and control
- Warden call systems
- Adaptations